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1. POLICY

The ISD IPC Technical Support Section will provide for the installation, control and organization of the Information Management System (IMS) software. All standards that specifically apply to the installation, development, execution, and control of this environment will be identified herein.

1.1. Summary of Policy Changes

Initial publication.

1.2. Purpose

1.3. Scope

1.4. Responsibilities

ADC ITS Database Personnel
ADOA ISD IPC Technical Support Personnel

1.5. Definitions and Abbreviations

DBD - Database Description
IMS - Information Management System
PSB - Program Specification Block
SSR - System Service Request
Sysgen - System Generation
TSO - Time Sharing Option

1.6. Description of Policy

Services related to IMS are provided by the ISD IPC Technical Support staff, primarily handled by an IMS specialist. Services provided by the Technical Support personnel and the IMS specialist are as follows:

Installation of IMS and related software; testing IMS and related software updates, coordination of user tests of IMS and related software prior to final installation to avoid customer interrupts. This includes keeping the IMS versions at vendor-supported and appropriate levels (such as ensuring that the current version is Y2K compliant).

Creation and maintenance of all IMS regions.

Monitoring of statistics related to IMS usage.

Tuning IMS for optimum response/usage.

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Do any sysgens required to maintain the environment for ADC.

Identification of Customer and ISD IPC responsibilities related to IMS-used databases. Assistance in recovery of IMS-related database files.

Assistance in the resolution of problems regarding IMS and related software packages. It is the responsibility of the customer to resolve their own application abends; however, the IPC will offer some assistance whenever appropriate.

1.7. References

For those customers using the IMS/DB facility, reference manuals for IMS are also included in the Book Manager selection.

1.8. Attachments

2. STANDARD

2.1. Summary of Standard Changes

Initial publication.

2.2. Description of Standard

Updates to IMS and related software are done on a periodic basis, keeping in mind the following guidelines:

IMS software updates are made annually. Interim software fixes may be applied as required to resolve problems that may arise.

Upgrades in IMS software releases are made per customer/ISD IPC requirements. IMS-related software is updated as new releases become available. These updates are scheduled with the customer needs in mind. IMS-related software fixes are applied as required to resolve problems that may arise.

Additions, changes and deletes to be made to test and production CICS environment are scheduled by the IMS specialist taking into consideration the system's requirements, ISD IPC staffing schedule and computer availability. Individual IMS region operating schedules are maintained by the Operations Section.

ADC personnel are responsible for the creation, backup and maintenance of the IMS-related datasets to be used within the IMS environment. Naming conventions for these datasets have been outlined by the *Information Processing Center DASD Group (see that Section).* It is

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the responsibility of the customer to ensure that their backup and recovery procedures are in place.

2.3. Implications

2.4. References

2.5. Attachments

3. IMS PSB/DBD ADD PROCEDURES

3.1. Summary of Procedure Changes

Initial distribution.

3.2. Procedure Details

Arizona Department of Corrections (ADC) uses IMS Databases in various applications.. When ADC needs to have a PSB or DBD added to or deleted from their environment, they will submit an SSR with details of what needs to be added/deleted. The form to be used is DOADC-605, IMS PSB/DMB.   This form is acquired by use of CA/eMAIL (through TSO or CICSEMAL). Within an established email session, key in "SHOW FORMS". Select the Technical Support entry using a **V**iew of the item number. A list of forms and documentation will be displayed. To complete a form, select the form as follows:

FORM ## (where ## is the item number of this form).

ISD-605 CICS PSB/DMB

Instructions for completion of the CICS PSB/DMB form, which provides information for the PSB and DMB tables. Note that this form can be used for multiple requests.

CICS Region Affected - The sign-on name of the CICS Region to which the action is directed.
Status (select one of the following) -

New - Adding a new PSB or DMB to the region.
Delete - Delete an existing PSB or DMB.
PSB Names - The names of one or more PSBs to have some action taken, if any.
DMB Names - The names of one or more DMBs to have some action taken, if any.
DDNAMES - The DD name associated with this database.
DSNAMES - The dataset names associated with DMD names adjacent to them.
CISIZE - The Control Interval Size of datasets. This is required to ensure buffer availability for processing.

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3.3. References

See Section 8, Sub-Section 2, System Service Requests for additional information on the request process.

3.4. Attachments

4. IMS PROBLEM REPORTING PROCEDURES

4.1. Summary of Procedure Changes

Initial publication.

4.2. Procedure Details

Problems encountered related to IMS are to be reported as follows:

Production System Problems including communications errors, slow response, and CICS-related software etc., should be reported to the Help Desk at 542-4357.

Requests for Stopping/Starting of Production and Test Database Files and programs from IMS should be directed to the Help Desk at 542-4357. Requests of this type should be kept to a minimum.

In all cases, be prepared to give the agency name and location, contact name and phone number, problem type and other specific information that fits the problem, such as software being used (Command Level COBOL, Ideal, SDF, etc.), terminals affected (if any) and things you have tried to avoid the problem.

4.3. References

See Stopping/Starting databases for more information on this subject.

4.4. Attachments

5. IMS AGENCY CONTACT PROCEDURES

5.1. Summary of Procedure Changes

Initial publication.

5.2. Procedure Details

Each agency using IMS should have a person designated to interface with the ISD IPC Technical Support IMS specialist regarding system service requests, problem assistance, etc. This contact should have a back-up, also, in the event of their absence. The agency interface

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should have a good understanding of ISD IPC IMS policies and procedures and problem determination.

Each agency using IMS is to provide to the ISD IPC Operations section a list of personnel authorized to report problems to the Help Desk, request IMS Application program refreshes, starting and stopping of IMS databases, etc. These lists should be kept up to date to ensure both the security of the IMS regions and to keep from unnecessary delays in requests that might come from unauthorized personnel.

5.3. References

5.4. Attachments

6. STARTING/STOPPING DATABASES PROCEDURES

6.1. Summary of Procedure Changes

Initial publication.

6.2. Procedure Details

If it is required that a database that is allocated to an region be released for some reason, the request is to be made by the ADC Database Administration group to the Help Desk at 542-4357. The caller must be designated on the customer's authorized list and these requests should be kept to a minimum. The caller, when requesting either a stop or a start must provide the file's DBD name.

6.3. References

6.4. Attachments